



CANNON BUILDING  
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**STATE OF DELAWARE**  
**MANUFACTURED HOME INSTALLATION BOARD**

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PUBLIC MEETING MINUTES:	<b>The Manufactured Home Installation Board</b>
MEETING DATE AND TIME:	<b>Monday, May 12, 2014 at 9:00 a.m.</b>
PLACE:	861 Silver Lake Boulevard, Dover, Delaware <b>Conference Room A</b> , second floor of the Cannon Building
MINUTES FOR APPROVAL:	July 14, 2014

**MEMBERS PRESENT**

Keith Rudy, President  
Richard Snyder, Vice President  
John Stark, Professional Member  
Kevin Reinike, Professional Member  
Valerie Lacey, Public Member  
Margaret Harper, Public Member

**DIVISION STAFF/DEPUTY ATTORNEY GENERAL PRESENT**

Nicole Williams, Administrative Specialist II  
Kevin Maloney, Deputy Attorney General

**MEMBER ABSENT**

Barbara Williams, Public Member  
Leslie Persans, Secretary  
Dean Pierson, Professional Member

**ALSO PRESENT**

Jennifer Allen, FSMHA

**CALL TO ORDER**

Mr. Rudy called the meeting to order at 9:02 a.m.

**REVIEW OF MEETING MINUTES**

The Board reviewed the minutes of the January 13, 2014 meeting. Mr. Reinike approved the minutes as submitted, seconded by Mr. Stark. By unanimous vote, the motion carried.

**UNFINISHED BUSINESS**

**Approval of Rules and Regulations Amendment**

Mr. Maloney advised the Board of the draft of the proposed revisions to the rules and regulations that the Division requested regarding administrative changes. The revisions mainly consisted of revising language to remove the language of paper renewals but rather online renewals and the attestation of completion of

continuing education online where no CE is to be submitted unless audited and language to include a specific time as to when the audit will be conducted. Mr. Reinike made a motion to approve and seconded by Mr. Rudy. Mr. Stark advised that the Board did not include Rule 6.1. Mr. Reinike made a second motion to approve all the revisions in the regulations including Rule 6.1, seconded by Mr. Snyder. Mr. Rudy advised that he was concerned about those that do not have access to a computer to complete the online renewal. Ms. Williams advised that the licensee has access to the computers here in the Division with assistance from the Division staff. By unanimous vote, the motion carried unanimously.

## **NEW BUSINESS**

### **Discussion: Memo from the Director of Professional Regulation – Complaint Assignment Process**

Mr. Maloney stated the new process for the complaint process was that previously when a complaint comes in the complaint is immediately assigned a Board contact person. With the new change the investigative staff, rather than automatically assign a Board contact to the complaint, but assign only complaints that require specific profession attention to the matter or professional expertise, such as scope of practice to a Board contact person. For such complaints as those that deal with practice in the State without a license, the investigative staff will make a decision on the complaint rather than assign it to a Board member. Mr. Rudy advised that he can see other professional boards becoming inundated with complaints and understands this position by the Division on the standpoint of not wanting to overwhelm the Board contact and for complaints for non-expertise contact and to identify an accuse party to keep the complaint confidential. However, this Board's caseload is different and does not have a high volume of licensees and the Board's major role is for protecting the health, safety, and welfare of the public, therefore the concern is the Board will not have much function in that and would like for the Board to stay in contact with each of their complaint cases.

Mr. Stark inquired if the intent of the language of this new process is solely for purpose of the non-expertise and Mr. Maloney advised that it is more administrative in change to not having the investigator contact at Board person if the complaint is non-expertise related. Mr. Rudy advised that a lot of the change to the complaint process is due to the Earl Bradley case some years ago. Mr. Rudy advised that he would like to send a letter back to the Director on behalf of the Board on the continued separation of the Board from the complaint process especially since this is a very small Board and does not very many licensees such as the Medical or Real Estate Board.

Mr. Maloney advised that the intent was to relief the Board with contact as on a complaint that did not rise to the level of an actual complaint to be investigated and that the complaints will always come to the Board should the investigative staff find that the complaint requires Board involvement. Mr. Rudy advised that the Board has little to no involvement with the complaints as they are assigned to the hearing unit and the Board cannot question the respondent or the investigator when they are not involved. Mr. Rudy advised that the Board is proceeding solely on faith that the investigative staff knows that the complaint does not require the Board involvement and this inhibits the Board's ability to effectively carry out their function. Mr. Snyder stated that he believes no matter the subject matter of the complaint, the Board should still be contacted regarding the complaint. Mr. Rudy advised that he would like to address the Division regarding this memo and the Board's view. Ms. Harper stated that she agrees with Mr. Rudy and that the Board should be contacted about all the complaints. Mr. Rudy stated he would like something from the investigative staff that gives the Board a status on complaints, such as a quarterly summary of the complaints to not include names. Ms. Lacey inquired if the Board can request the results of complaints. Mr. Rudy advised that if a complaint is dismissed the Board will not receive correspondence on the complaint. If the complaint is a more technical issue then the Board is involved where area of expertise is warranted. Mr. Snyder inquired what happens with the complaint is on the same person repeatedly. Mr. Maloney advised the Board to invite the Division Director and the Investigative Supervisor to attend their next Board meeting to discuss this matter directly with the Board. Ms. Allen advised that it would be nice to have feedback on the complaints as well for her organization. Ms. Williams with reach out to the Division Director and the Chief Investigator on the Board's invitation for them to attend the next Board meeting for discussion on this matter.

Review of Application for Manufactured Home Installer by Examination for Martia McGinnis

The Board reviewed the application for Martia McGinnis to sit for the MH Installer examination. Mr. Reinike made a motion to approve the application to take the exam and approval of licensure contingent upon passing the exam, seconded by Ms. Lacey. By unanimous vote, the motion carried.

**OTHER BUSINESS BEFORE THE BOARD (for discussion only)**

There was no other business for discussion before the Board.

**PUBLIC COMMENT**

Ms. Allen advised that there were 22 people that passed through the course in April and there were a couple complaints regarding the use of the same slides for the course. September 11th will be the next course date and only fourteen people have signed up at this point. Mr. Snyder advised that he does not know how much longer he will be on the Board therefore has not yet signed up for the course.

Mr. Reinike advised that they discussed the matter a few years ago regarding developing other alternative courses. Ms. Allen stated for the Board to please give her any suggestions that they may have. The current course is a 2 day 10 hour course and the suggestion has been made to condense the course to a one day course and changing when the course is held and the price is based on hours and everyone is charged by a flat rate. Mr. Reinike suggested involving contacting some of the MHI factory workers on the matter. There was no other public comment for discussion.

**NEXT SCHEDULED MEETING**

Mr. Rudy made a motion, seconded by Mr. Snyder, to accept the July 14, 2014 date for the next meeting to be held.

The next meeting is scheduled for Monday, July 14, 2014, at 9:00 a.m. in Conference Room B, second floor of the Cannon Building, 861 Silver Lake Boulevard, Dover, Delaware.

**ADJOURNMENT**

There being no further business, Mr. Reinike made a motion, seconded by Mr. Stark, to adjourn the meeting. By unanimous vote, the motion carried. The meeting adjourned at 9:20 a.m.

Respectfully submitted,



Nicole M. Williams  
Administrative Specialist II

*The notes of this meeting are not intended to be a verbatim record of the topics that were presented or discussed. They are for the use of the Board members and the public in supplementing their personal notes and recall for presentations.*